

## **POLICY STATEMENT REGARDING CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)**

Consistent with 47 U.S.C. 222 of the Communications Act of 1934 and the Federal Communications Commission's (FCC) CPNI rules ((47 C.F.R. Section 64.2001 *et seq*), IEvolve, Inc. files this Statement of Policy describing the company's procedures for accessing, using and storing Customer Proprietary Network Information (CPNI).

IEvolve, Inc. provides Voice over Internet Protocol services to retail customers. Because IEvolve, Inc. may access, use or store CPNI when providing these types of services, the company follows the process outlined in this Statement of Policy to protect its CPNI, and that of its customers, from authorized access or misuse.

### **CPNI Defined**

Under federal law (47 USC 222(h)(1), CPNI is defined as:

information that relates to the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier [including interconnected VoIP providers}, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier; except that such term does not include subscriber list information.

Examples of CPNI include information typically available from communications-related details on a monthly bill such as the types and quantities of services purchased by a customer, numbers dialed, call duration, directory assistance charges and calling patterns.

### **Use of CPNI**

IEvolve, Inc. does not use CPNI for any activity other than those permitted by law. Should it be necessary, IEvolve, Inc. has only closed CPNI to other parties (such as affiliates, vendors and agents) if necessary for the transaction of legitimate business activity related to the services already provided by IEvolve, Inc. to its customers. Except in those instances where IEvolve, Inc. is required by law to disclose CPNI, through properly executed subpoenas or other requests from law enforcement, IEvolve, Inc. will obtain customer consent prior to its disclosure of such information.

## **Disclosure of CPNI**

IEvolve, Inc. explicitly prohibits the release of CPNI as a result of a customer-initiated telephone call except under the following three (3) circumstances:

1. When the customer has a pre-established password;
2. When the information requested by the customer is to be mailed to the customer's address of record; or
3. When IEvolve, Inc. calls the customer's telephone number of record and discusses the information with the party initially identified by the customer when service was initiated.

## **Online Access to CPNI**

If IEvolve, Inc. grants online access to CPNI, IEvolve, Inc. will authenticate a customer with the use of biographical or account information that is NOT readily available prior to allowing the customer any online access to CPNI that is stored online. Once authenticated, the customer may only obtain online access to its own CPNI through a password that is not prompted by the provider's question(s) regarding readily available biographical or account information.

## **Password Authentication Procedures**

To establish a password, IEvolve, Inc. authenticates the identity of the customer without the use of readily available biographical or account information. IEvolve, Inc. may create a back-up customer identification method in the event a customer misplaces or forgets a password, but such alternative customer authentication will not depend on readily available biographical or account information. If a customer cannot provide the correct password or the correct response for the back-up customer authentication method, the customer must establish a new password.

## **Account Change Notification**

IEvolve, Inc. will notify a customer mediately of any changes to the customer's account, including address of record, authentication, online account and/or password-related changes.

## **Employee Training Policies and Disciplinary Procedures**

All employees of IEvolve, Inc. are trained as to when they are, and are not, authorized to use CPNI. Through this training, IEvolve, Inc. has informed its employees that it considers compliance with the Communications Act of 1934 and FCC rules regarding the use, disclosure and access to CPNI to be very important.

Violation by IEvolve, Inc. employees of such CPNI requirements will lead to disciplinary action (including remedial training, reprimands, unfavorable performance reviews, probation, and/or termination), depending upon the circumstances of the violation (including the severity of the violation, whether the violation was a first time or repeat violation, whether appropriate guidance was sought or received from a supervisor, and the extent to which the violation was or was not deliberate or malicious.

## **Use of CPNI in Sales and Marketing Campaigns**

If IEvolve, Inc. uses CPNI in marketing campaigns, IEvolve, Inc. will maintain a record of all sales and marketing campaigns that use the CPNI. The record will include a description of each campaign, the specific CPNI that was used in the campaign, and what products and/or services were offered as part of the campaign. IEvolve, Inc. will also implement a system to obtain prior approval and informed consent from its customers in accordance with the CPNI rules. This system will allow for the status of a customer's CPNI approval to be clearly established prior to the use of its CPNI.

Prior to the commencement of a sales or marketing campaign that utilizes CPNI, IEvolve, Inc. will establish the status of a customer's CPNI approval. The following sets forth the procedure that will be followed by IEvolve, Inc.:

1. Prior to any solicitation for customer approval, IEvolve, Inc. will notify customers of their rights to restrict the use of, disclosure of, and access to their own CPNI.
2. IEvolve, Inc. will use opt-in approval for any instance in which IEvolve, Inc. must obtain customer approval prior to using, disclosing or permitting access to CPNI.
3. A customer's approval or disapproval will remain in effect until the customer revokes or limits such approval or disapproval.
4. Records of approvals will be maintained for at least one year.
5. IEvolve, Inc. will provide individual notice to individual customers when soliciting approval to use, disclose or permit access to CPNI.

## **Third Party Use of CPNI**

To safeguard CPNI, prior to allowing joint venturers or independent contractors access to customers' individually identifiable CPNI, IEvolve, Inc. will require all such third parties to enter into a confidentiality agreement that ensures compliance with this Statement of Policy. IEvolve, Inc. shall also obtain opt-in consent from a customer prior to disclosing the information to such third parties for marketing purposes. In addition, IEvolve, Inc. requires all outside agents to acknowledge and certify that they may only use CPNI for the purpose for which that information has been provided.

IEvolve, Inc. requires express written authorization from the customer prior to providing CPNI to new carriers, except as otherwise required by law.

IEvolve, Inc. does not market or sell CPNI information to any third party.

## **Law Enforcement Notification of Unauthorized Disclosure**

If an unauthorized disclosure of CPNI occurs, IEvolve, Inc. shall provide notification of the breach within seven (7) days to the United States Secret Service ("USSS") and the Federal Bureau of Investigation ("FBI").

IEvolve, Inc. shall wait an additional seven (7) days from its government notice prior to notifying the affected customers of the breach.

Notwithstanding anything included in this document, IEvolve, Inc. shall notify its customers if and when it determines that there is an immediate risk of irreparable harm to its customers.

IEvolve, Inc. shall maintain records of discovered breaches for a period of at least two (2) years.

### **Customer Complaints**

IEvolve, Inc. has not received any customer complaints in the past year concerning the unauthorized release of or access to CPNI.

### **Actions taken Against Pretexters**

IEvolve, Inc. has not taken any actions against data brokers before state commissions, state or federal courts, or the FCC in the past year. IEvolve, Inc. has no information, other than information that has been publicly reported, regarding the processes that pretexters are using to attempt to access CPNI.